

Provisioning

REPORT: COORDINATED CUSTOMER CONVERSIONS
REPORT PERIOD: 05/01/1999 - 05/31/1999

	% ≤ 5 MIN	5 MIN > % ≤ 15 MIN	% > 15 MIN	AVERAGE INTERVAL (MINUTES)
CLEC 1				
GEORGIA				
REGION				
CLEC AGGREGATE				
GEORGIA				
- Unbundled Loops with Number Portability	0.00%	0.00%	0.00%	0.00
- Unbundled Loops without Number Portability	82.33%	15.66%	2.01%	3.84
- Total	82.33%	15.66%	2.01%	3.84
REGION				
- Unbundled Loops with Number Portability	0.00%	1.74%	0.00%	8.87
- Unbundled Loops without Number Portability	78.43%	16.35%	3.48%	4.01
- Total	78.43%	18.09%	3.48%	4.10

Provisioning

REPORT: COMPLETION NOTICE INTERVAL
REPORT PERIOD: 05/01/1999 - 05/31/1999

	0-1 HRS		1-2 HRS		2-4 HRS		4-8 HRS		8-12 HRS		12-24 HRS		> 24 HRS	
	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts
CLEC														
GEORGIA														
REGION														
CLEC														
GEORGIA														
- RESALE RESIDENCE	68.00%	0.00%	24.00%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%	0.00%	2.00%	0.00%
- RESALE BUSINESS	67.00%	0.00%	16.00%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.00%	0.00%	11.00%	0.00%
- RESALE SPECIAL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
- UNE DESIGN	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
- UNE NON-DESIGN	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
REGION														
- RESALE RESIDENCE	33.00%	61.00%	46.00%	5.00%	15.00%	11.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.00%	3.00%	16.00%
- RESALE BUSINESS	35.00%	33.00%	42.00%	0.00%	8.00%	33.00%	0.00%	0.00%	0.00%	0.00%	2.00%	0.00%	10.00%	33.00%
- RESALE SPECIAL	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
- UNE DESIGN	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
- UNE NON-DESIGN	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

¹ CLEC specific data is available to the respective CLEC at the BellSouth Performance Measurement Reports website.

BELLSOUTH SQM DATA
MAY 1999
GEORGIA

D. MAINTENANCE & REPAIR

1. OSS Interface Availability
2. OSS Maintenance and Repair
Response Interval
3. Average Answer Time - Repair
4. Missed Repair Appointments
5. Customer Trouble Report Rate
6. Maintenance Average Duration
7. Percent Repeat Troubles w/i 30 days
8. Out of Service > 24 Hours

Maintenance & Repair

REPORT: OSS INTERFACE AVAILABILITY
REPORT PERIOD: 05/01/1999 - 05/31/1999

OSS INTERFACE	% AVAILABILITY
CLEC AGGREGATE	
- CLEC TAFI	100.00%
BST AGGREGATE	
- TAFI	100.00%
CLEC BST	
- LMOS HOST	100.00%
- MARCH	99.94%
- SOCS	99.92%

Note 1: CLEC and BST systems access the same legacies (LMOS HOST, MARCH, SOCS). If the legacies are available for BST, they are available for CLECs and vice versa.

Maintenance & Repair

REPORT: OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL
REPORT PERIOD: 05/01/1999 - 05/31/1999

TRANSACTION NAME	TRANSACTION TOTALS			<= 4 SECONDS			> 4 AND <= 10 SECONDS			<= 10 SECONDS			> 10 SECONDS			> 30 SECONDS		
	CLEC	BST BUS.	BST RES.	CLEC	BST BUS.	BST RES.	CLEC	BST BUS.	BST RES.	CLEC	BST BUS.	BST RES.	CLEC	BST BUS.	BST RES.	CLEC	BST BUS.	BST RES.
CRIS																		
- COUNT	54,019	254,784	1,476,491	52,537	241,669	1,453,834	658	8,482	10,390	53,195	250,151	1,464,224	824	4,633	12,267	67	890	343
- % OF TOTAL				97.26%	94.85%	98.47%	1.22%	3.33%	0.70%	98.47%	98.18%	99.17%	1.53%	1.82%	0.83%	0.12%	0.35%	0.02%
DLETH																		
- COUNT	342	1,353	21,866	25	143	2,689	230	827	12,453	255	970	15,142	87	383	6,724	2	7	123
- % OF TOTAL				7.31%	10.57%	12.30%	67.25%	61.12%	56.95%	74.56%	71.69%	69.25%	25.44%	28.31%	30.75%	0.58%	0.52%	0.56%
DLR																		
- COUNT	23,463	3,222	28,158	7,084	201	2,835	15,429	2,546	18,701	22,513	2,747	21,536	950	475	6,622	14	3	43
- % OF TOTAL				30.19%	6.24%	10.07%	65.76%	79.02%	66.41%	95.95%	85.26%	76.48%	4.05%	14.74%	23.52%	0.06%	0.09%	0.15%
OSPCM																		
- COUNT	82	545	10,867	47	364	6,333	2	4	104	49	368	6,437	33	177	4,430	5	38	892
- % OF TOTAL				57.32%	66.79%	58.28%	2.44%	0.73%	0.96%	59.76%	67.52%	59.23%	40.24%	32.48%	40.77%	6.10%	6.97%	8.21%
LMOS																		
- COUNT	50,217	254,791	1,476,497	50,063	253,208	1,470,723	148	1,522	5,514	50,211	254,730	1,476,237	6	61	260	0	0	1
- % OF TOTAL				99.69%	99.38%	99.61%	0.29%	0.60%	0.37%	99.99%	99.98%	99.98%	0.01%	0.02%	0.02%	0.00%	0.00%	0.00%
LMOSUPD																		
- COUNT	29,943	176,350	1,105,448	28,984	170,550	1,079,500	912	5,478	24,370	29,896	176,028	1,103,870	47	322	1,578	1	2	19
- % OF TOTAL				96.80%	96.71%	97.65%	3.05%	3.11%	2.20%	99.84%	99.82%	99.86%	0.16%	0.18%	0.14%	0.00%	0.00%	0.00%
MARCH																		
- COUNT	178	2,629	5,248	59	909	881	0	0	0	59	909	881	119	1,720	4,367	93	1,478	3,241
- % OF TOTAL				33.15%	34.58%	16.79%	0.00%	0.00%	0.00%	33.15%	34.58%	16.79%	66.85%	65.42%	83.21%	52.25%	56.22%	61.76%
PREDICTOR																		
- COUNT	1,389	9,875	78,719	300	2,778	12,695	0	0	0	300	2,778	12,695	1,089	7,097	66,024	1,045	6,692	63,597
- % OF TOTAL				21.60%	28.13%	16.13%	0.00%	0.00%	0.00%	21.60%	28.13%	16.13%	78.40%	71.87%	83.87%	75.23%	67.77%	80.79%
SOCS																		
- COUNT	13,905	40,205	267,494	13,893	40,175	267,298	12	23	158	13,905	40,198	267,456	0	7	38	0	0	1
- % OF TOTAL				99.91%	99.93%	99.93%	0.09%	0.06%	0.06%	100.00%	99.98%	99.99%	0.00%	0.02%	0.01%	0.00%	0.00%	0.00%
LNP																		
- COUNT	1,726	18,891	83,145	1,711	18,779	82,678	6	39	175	1,717	18,818	82,853	9	73	292	0	12	45
- % OF TOTAL				99.13%	99.41%	99.44%	0.35%	0.21%	0.21%	99.48%	99.61%	99.65%	0.52%	0.39%	0.35%	0.00%	0.06%	0.05%

Maintenance & Repair

REPORT: AVERAGE ANSWER TIME
REPORT PERIOD: 05/01/1999 - 05/31/1999

AVERAGE ANSWER TIME / MONTH (SECONDS)	
CLEC AGGREGATE	
REGION	
- UNE CENTER	47.59 Sec
- RESALE MAINTENANCE CENTER	18.00 Sec
CLEC BST AGGREGATE	
REGION	
- RESIDENCE REPAIR CENTER	31.76 Sec
- BUSINESS REPAIR CENTER	66.24 Sec

Maintenance & Repair

REPORT: MISSED REPAIR APPOINTMENTS²
REPORT PERIOD: 05/01/1999 - 05/31/1999

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
CLEC 1 ³			
GEORGIA			
REGION			
CLEC AGGREGATE			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%
- RESALE RESIDENCE	13.85%	6.62%	11.74%
- RESALE BUSINESS	28.61%	22.01%	25.45%
- RESALE DESIGN	6.25%	0.00%	2.70%
- UNE DESIGN	8.81%	16.67%	11.59%
- UNE NON-DESIGN	50.00%	76.92%	73.33%
- UNE LOOPS WITH NP ¹			
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.89%	0.88%
- RESALE RESIDENCE	11.35%	5.46%	9.51%
- RESALE BUSINESS	21.86%	16.27%	19.23%
- RESALE DESIGN	3.50%	0.00%	1.74%
- UNE DESIGN	17.32%	11.39%	15.27%
- UNE NON-DESIGN	50.00%	55.32%	53.33%
- UNE LOOPS WITH NP ¹			
BST			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.13%	0.12%
- RETAIL RESIDENCE	16.66%	11.96%	14.46%
- RETAIL BUSINESS	27.56%	22.00%	25.11%
- RETAIL DESIGN	5.41%	2.87%	4.02%
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.14%	0.14%
- RETAIL RESIDENCE	12.93%	7.31%	10.39%
- RETAIL BUSINESS	18.94%	16.43%	17.88%
- RETAIL DESIGN	3.90%	1.50%	2.51%

Note 1: Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LPN) where appropriate.

Note 2: % Missed includes those caused by the CLEC and/or the end user.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: CUSTOMER TROUBLE REPORT RATE

REPORT PERIOD: 05/01/1999 - 05/31/1999

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
CLEC 1:			
GEORGIA			
REGION			
CLEC AGGREGATE			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS		0.11%	0.11%
- RESALE RESIDENCE	2.37%	0.97%	3.35%
- RESALE BUSINESS	0.93%	0.85%	1.79%
- RESALE DESIGN	0.27%	0.35%	0.61%
- UNE DESIGN	2.64%	1.45%	4.09%
- UNE NON-DESIGN	0.01%	0.07%	0.08%
- UNE LOOPS WITH NP ¹			
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.07%	0.07%
- RESALE RESIDENCE	2.19%	0.99%	3.18%
- RESALE BUSINESS	0.86%	0.76%	1.62%
- RESALE DESIGN	0.43%	0.43%	0.86%
- UNE DESIGN	1.57%	0.82%	2.39%
- UNE NON-DESIGN	0.03%	0.05%	0.07%
- UNE LOOPS WITH NP ¹			
BST			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS	0.04%	0.36%	0.40%
- RETAIL RESIDENCE	2.05%	1.80%	3.86%
- RETAIL BUSINESS	0.93%	0.74%	1.67%
- RETAIL DESIGN	0.41%	0.49%	0.89%
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.01%	0.30%	0.32%
- RETAIL RESIDENCE	1.96%	1.61%	3.57%
- RETAIL BUSINESS	0.97%	0.70%	1.67%
- RETAIL DESIGN	0.42%	0.57%	0.99%

Note 1: Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: MAINTENANCE AVERAGE DURATION
REPORT PERIOD: 05/01/1999 - 05/31/1999

	DISPATCH (HRS)	NO DISPATCH (HRS)	TOTAL (HRS)
CLEC 1			
GEORGIA			
REGION			
CLEC AGGREGATE			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS		0.65	0.65
- RESALE RESIDENCE	25.47	5.07	17.31
- RESALE BUSINESS	12.61	9.19	11.07
- RESALE DESIGN	6.13	5.40	5.58
- UNE DESIGN	11.16	11.67	11.40
- UNE NON-DESIGN	36.88	34.22	34.58
- UNE LOOPS WITH NP ¹			
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.15	1.26	1.25
- RESALE RESIDENCE	26.67	6.08	19.09
- RESALE BUSINESS	13.33	8.86	11.31
- RESALE DESIGN	6.74	3.97	4.96
- UNE DESIGN	14.72	9.34	12.15
- UNE NON-DESIGN	20.54	33.36	27.63
- UNE LOOPS WITH NP ¹			
BST			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS	0.66	1.15	1.10
- RETAIL RESIDENCE	26.66	11.69	19.90
- RETAIL BUSINESS	14.08	9.78	12.29
- RETAIL DESIGN	7.41	5.53	6.07
REGION			
- LOCAL INTERCONNECTION TRUNKS	1.41	2.62	2.58
- RETAIL RESIDENCE	27.39	9.74	19.52
- RETAIL BUSINESS	13.56	8.64	11.58
- RETAIL DESIGN	6.89	4.82	5.37

Note 1: Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: PERCENT REPEAT TROUBLES WITHIN 30 DAYS

REPORT PERIOD: 05/01/1999 - 05/31/1999

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
CLEC 1 ²			
GEORGIA			
REGION			
CLEC AGGREGATE			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%
- RESALE RESIDENCE	23.49%	20.58%	22.64%
- RESALE BUSINESS	18.66%	20.38%	19.48%
- RESALE DESIGN	43.75%	33.33%	37.84%
- UNE DESIGN	15.20%	23.89%	18.27%
- UNE NON-DESIGN	50.00%	0.00%	6.67%
- UNE LOOPS WITH NP ¹			
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	3.57%	3.54%
- RESALE RESIDENCE	20.09%	17.33%	19.23%
- RESALE BUSINESS	19.25%	17.71%	18.52%
- RESALE DESIGN	50.35%	29.66%	39.93%
- UNE DESIGN	18.19%	17.81%	18.06%
- UNE NON-DESIGN	28.57%	8.51%	16.00%
- UNE LOOPS WITH NP ¹			
BST			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS	18.95%	2.20%	4.04%
- RETAIL RESIDENCE	22.18%	17.62%	20.05%
- RETAIL BUSINESS	18.79%	15.40%	17.30%
- RETAIL DESIGN	38.48%	33.33%	35.67%
REGION			
- LOCAL INTERCONNECTION TRUNKS	20.66%	3.29%	3.87%
- RETAIL RESIDENCE	21.44%	16.71%	19.30%
- RETAIL BUSINESS	17.57%	14.40%	16.24%
- RETAIL DESIGN	38.12%	35.57%	36.65%

Note 1: Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: OUT OF SERVICE OVER 24 HOURS

REPORT PERIOD: 05/01/1999 - 05/31/1999

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
CLEC 1			
GEORGIA			
REGION			
CLEC AGGREGATE			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%
- RESALE RESIDENCE	38.31%	17.57%	35.22%
- RESALE BUSINESS	7.21%	6.38%	6.96%
- RESALE DESIGN	6.25%	0.00%	2.70%
- UNE DESIGN	8.81%	16.67%	11.59%
- UNE NON-DESIGN	100.00%	25.00%	40.00%
- UNE LOOPS WITH NP ¹			
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.89%	0.88%
- RESALE RESIDENCE	38.90%	15.51%	34.68%
- RESALE BUSINESS	9.95%	7.67%	9.16%
- RESALE DESIGN	3.50%	0.00%	1.74%
- UNE DESIGN	17.32%	11.39%	15.27%
- UNE NON-DESIGN	28.57%	32.00%	30.77%
- UNE LOOPS WITH NP ¹			
BST			
GEORGIA			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.13%	0.12%
- RETAIL RESIDENCE	35.44%	19.11%	30.09%
- RETAIL BUSINESS	12.65%	9.49%	11.67%
- RETAIL DESIGN	5.41%	2.87%	4.02%
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.14%	0.14%
- RETAIL RESIDENCE	32.93%	13.97%	26.39%
- RETAIL BUSINESS	10.41%	8.65%	9.90%
- RETAIL DESIGN	3.89%	1.50%	2.51%

Note 1: Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

BELLSOUTH SQM DATA
MAY 1999
GEORGIA

E. BILLING

- 1. Invoice Accuracy**
- 2. Invoice Timeliness**
- 3. Usage Data Delivery Accuracy**
- 4. Usage Record Timeliness and
Completeness**

Billing

REPORT: INVOICE ACCURACY
REPORT PERIOD: 05/01/1999 TO 05/31/1999

		TOTAL BILLED REVENUE (\$)	TOTAL ADJUSTMENTS (\$)	% ACCURACY
CLEC 1 ³				
REGION				
CLEC AGGREGATE				
GEORGIA				
- RESALE		\$5,917,961	\$14,944	99.75%
- UNE ¹		\$86,462	\$409	99.53%
- INTERCONNECTION ²		\$16,253,689	\$519,929	96.80%
- TOTAL		\$22,258,111	\$535,282	97.60%
REGION				
- RESALE		\$27,218,469	\$127,556	99.53%
- UNE ¹		\$421,023	\$3,253	99.23%
- INTERCONNECTION ²		\$92,027,025	\$751,363	99.18%
- TOTAL		\$119,666,517	\$882,173	99.26%
BST AGGREGATE				
GEORGIA				
- TOTAL REVENUE BILLED		\$259,308,048	\$3,458,996	98.67%
REGION				
- TOTAL REVENUE BILLED		\$1,364,691,305	\$15,429,198	98.87%

Note 1: UNE data includes only those UNEs billed through CRIS.

Note 2: Interconnection data represents the total of UNEs and Interconnection services as billed through CABS.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Billing

REPORT: INVOICE TIMELINESS
REPORT PERIOD: 05/01/1999 TO 05/31/1999

	MEAN TIME TO DELIVER CRIS BILLS (work days)	MEAN TIME TO DELIVER CABS BILLS (calendar days)
CLEC 1 ³		
REGION		
CLEC AGGREGATE		
GEORGIA		
- RESALE	3.67	
- UNE	3.46	
- INTERCONNECTION		4.90
REGION		
- RESALE	3.67	
- UNE	3.39	
- INTERCONNECTION		5.09
BST AGGREGATE		
REGION		
- AGGREGATE	3.24	4.98

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: The aggregate 6th workday number represents a weighted average of all BST bills.

Billing

REPORT: USAGE DATA DELIVERY ACCURACY
REPORT PERIOD: 05/01/1999 TO 05/31/1999

	TOTAL DATA PACKS SENT ²	TOTAL PACKS REQUIRING RETRANSMISSION ²	% ACCURACY
CLEC ¹			
- REGION			
CLEC AGGREGATE			
- REGION	3,909	0	100.00%
BST			
- REGION	14,275	0	100.00%

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: Reports reflect accuracy based on error free transmission of data packs.

Billing

REPORT: USAGE RECORD TIMELINESS AND COMPLETENESS
REPORT PERIOD: 05/01/1999 TO 05/31/1999

											TIMELINESS BENCHMARK			COMPLETENESS BENCHMARK		
DAYS DELAY																
	0	1	2	3	4	5	6	7	8	9		10-30	OVER 30 ¹		TOTALS	
REGION																
REGION																
- RECORD VOLUME		47,842	5,959,223	3,067,029	4,169,784	2,168,909	120,356	36,431	19,940	11,911		46,105	1,000		15,648,530	
- CUMULATIVE RECORD VOLUME							15,533,143						15,648,530			
- CUMULATIVE %							99.27%						100.00%			
REGION																
- RECORD VOLUME		166,253	43,652	46,031	6,660	730	367	172	80	114		1,183	47		265,289	
- CUMULATIVE RECORD VOLUME							263,693						265,289			
- CUMULATIVE %							99.42%						100.00%			

Note 1: BST data coming from CMDS is represented as "over 29" days instead of "over 30" as represented in CLEC1 and CLEC Aggregate.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

**BELLSOUTH SQM DATA
MAY 1999
GEORGIA**

**F. OPERATOR SERVICES: TOLL &
DIRECTORY ASSISTANCE**

- 1. Average Speed to Answer (Seconds)**
- 2. Percent Answered Within "X" Seconds**

**Operator Services:
Toll & Directory Assistance**

REPORT: SPEED TO ANSWER PERFORMANCE
REPORT PERIOD: 05/01/1999 - 05/31/1999

	AVERAGE SPEED TO ANSWER (SECONDS)	PERCENT ANSWERED WITHIN "X" SECONDS ¹
GEORGIA		
- TOLL ASSISTANCE	2.89	92.7% within 10 seconds
- DIRECTORY ASSISTANCE	5.75	84.6% within 12 seconds

Note 1: Per GA PSC Order, report now reflects 10 and 12 seconds respectively for Toll and DA answers.

BELLSOUTH SQM DATA
MAY 1999
GEORGIA

G. E911

- 1. E911 Mean Interval**
- 2. E911 Timeliness & Accuracy**

E911 MEAN INTERVAL

REPORT: E911 MEAN INTERVAL
REPORT PERIOD: 05/01/1999 - 05/31/1999

	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24+ HRS	MEAN INTV. (HOURS)
BST & CLEC AGGREGATE (RUSH)								
-GEORGIA	84.04%	9.85%	1.93%	3.83%	0.06%	0.06%	0.22%	3.44
-REGION TOTAL	53.61%	18.76%	15.96%	9.75%	0.52%	0.11%	1.28%	5.69

E911 TIMELINESS ACCURACY

REPORT: E911 TIMELINESS & ACCURACY
REPORT PERIOD: 05/01/1999 - 05/31/1999

	% E911 ACCURACY	E911 TIMELINESS (% WITHIN 24 HOURS)
BST & CLEC AGGREGATE (Region)		
- GEORGIA	92.32%	99.78%
- REGION TOTAL	92.59%	98.72%

* Note: '% E911 Accuracy' represents the percentage of total records initially processed without errors.

BELLSOUTH SQM DATA
MAY 1999
GEORGIA

H. TRUNK GROUP PERFORMANCE

- 1. Trunk Group Service (Summary)**
- 2. Trunk Group Service (Detail)**

BELLSOUTH SQM DATA
MAY 1999
GEORGIA

I. COLLOCATION

1. Average Response Time

2. Average Arrangement Time¹

3. % of Due Dates Missed¹

4. Arrangements in Service

¹ In most instances, BellSouth negotiates with the collocating company to establish a due date for completion of the collocation space that is independent of the time periods set forth in the Collocation Manual. In these instances, the percent of Due Dates Missed measurement is based on whether or not the due date negotiated with the collocator was met.

Collocation - Georgia

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE ¹

REPORT PERIOD: April 22, 1999 - May 21, 1999

VIRTUAL								PHYSICAL							
CLEC SPECIFIC	NO. OF RESPONSES TO CLEC	AVERAGE RESPONSE TIME (BUS. DAYS)	NO. OF FIRM ORDERS FOR ARRANGEMENTS	NO. OF FIRM ORDERS FOR AUGMENTS ¹	NO. OF ARRANGEMENTS COMPLETED	AVERAGE ARRANGEMENT TIME (CAL. DAYS)	% DUE DATES MISSED ²	CLEC SPECIFIC	NO. OF RESPONSES TO CLEC	AVERAGE RESPONSE TIME (BUS. DAYS)	NO. OF FIRM ORDERS FOR ARRANGEMENTS	NO. OF FIRM ORDERS FOR AUGMENTS ¹	NO. OF ARRANGEMENTS COMPLETED	AVERAGE ARRANGEMENT TIME (CAL. DAYS)	% DUE DATES MISSED ²
A	1	24	2	1	1	63	0.0%	A	14	46	10				
B	6	25	1					B			5				
C	1	54						C	2	49	1				
D	1	29	1					D	1	62	2		2	107	0.0%
E	1	69	4		1	41	0.0%	E	1	43	1				
F			1					F	1	52					
G	2	13	2		1	0	0.0%	G	1	44	1				
H			1					H	5	49		14			
I				1				I	1	40					
J	1	63						J	1	39	1				
K	1	24	1					K	10	8					
STATE AGG.	14	31	13	2	3	35	0.0%	STATE AGG.	37	36	21	14	2	107	0.0%
REGION AGG.	27	24	25	5	5	46	0.0%	REGION AGG.	125	35	83	20	23	111	0.0%
A					8			A				4			
B					10			B				11			
C					5			C				1			
D					6			D				4			
E					5			E				4			
F					4			F				4*			
G					6			G				4			
H					3			H				8			
I					3			I				26			
J					13			J				6			
K					3			K				16			
L					2			L				6			
M					1			M				12			
								N				1			
STATE AGG.					69			STATE AGG.				107*			
REGION AGG.					331*			REGION AGG.				325*			

*Includes revision from previous report.

Note 1: No. of Augments reflects new firm orders for additions to existing arrangements.

Note 2: Virtual (% Due Dates Missed) is based on the "Space Available to CLEC" date. Physical (% Due Dates Missed) is based on the "Committed Space Ready" date.

COMMISSIONERS:

STAN WISE, CHAIRMAN
ROBERT B. BAKER, JR.
DAVID L. BURGESS
BOB DURDEN
LAUREN "BUBBA" McDONALD, JR.



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Docket No. 8354-U

ORDER APPROVING BELL SOUTH'S THIRD PARTY TESTING PLAN

In re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems

On May 20, 1999, the Georgia Public Service Commission ("Commission") issued an Order to establish a third party testing program of the operational support systems ("OSS") of BellSouth Telecommunications, Inc. ("BellSouth"). In this Order, the Commission directed BellSouth to file with the Commission a proposed plan for third party testing. On June 1, 1999, AT&T Communications of the Southern States, Inc. (AT&T) filed a motion for reconsideration of the Commission's May 20, 1999 Order. Also on June 1, 1999, BellSouth filed its proposed OSS Evaluation Master Test Plan & Flow-Through Audit Plan (BellSouth's Plan) with the Commission. On June 9, 1999, BellSouth filed with the Commission revised Network Configuration diagrams for Scenarios 420-445 in Appendix B3 of BellSouth's Plan. Since BellSouth's Plan was filed, AT&T and numerous other parties have filed comments with the Commission regarding the plan. Several parties requested that the Commission expand the scope of the testing. In addition, some parties requested that the Commission increase the opportunity for CLEC input during the testing.

After reviewing BellSouth's Plan, the Commission finds that BellSouth has prepared a thorough, well-balanced plan which complies with the May 20, 1999 Order. As the Commission stated in its prior Order, the testing of BellSouth's OSS by an outside party is a worthwhile endeavor. The suggestion to greatly expand the scope of the testing, however, is unwarranted. The Commission has been deeply involved in overseeing the development of BellSouth's OSS for three years, and its intent in ordering third-party testing is to conduct a focused, supervised audit of BellSouth's OSS. The Commission has previously reviewed substantial documentation regarding the development and operation of BellSouth's OSS. The Commission has solicited comments from CLECs regarding issues associated with the implementation of BellSouth's OSS, has conducted a workshop which considered approximately 100 issues raised by the CLECs, and has issued specific directions to BellSouth regarding the enhancements necessary to bring its OSS into compliance with the requirements of the Federal and State acts. The Commission has monitored the progress toward the completion of these enhancements in this docket through the submission of monthly reports for the last year from BellSouth and the industry. In addition, through the adoption of performance measurements in Docket 7892-U and the monthly reports that have been filed by BellSouth over the